

E-Therapist Bulletin



Division of Developmental Disabilities

May 2011

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Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.

Once sent out to providers, this e-Therapist Bulletin is available on the DDD website. Click on News & Events for all Division Newsletters and Bulletins.

Charging Families

Please note, providers cannot charge families for missed appointments at this time. According to AHCCCS policy, each Health Care Organization must ensure that its Medicaid enrollees are not held liable for any of the following:

Debts, in the event of the entity's insolvency

Covered services provided to the enrollee for which the State does not pay the Health Care Organization

Payment when the State or the Health Care Organization does not pay the individual or Health Care Organization/provider that furnished the services under a contractual, referral, or other arrangements

Payments of a covered service furnished under a contract, referral or other arrangement, to the extent that those payments are in excess of the amount that the enrollee would owe if the Health Plan provided the service directly

Collections of Health Insurance:

Arizona Administrative Code R6-6-1303. A. Service providers shall identify and pursue collections of reimbursement from all probable sources of third-party liability.

B. Service providers shall identify and notify the Division of any and all changes in health insurance information for clients.

C. The Division is the payor of last resort for DD/non-ALTCS Division-covered services, unless specifically prohibited by law. Service providers shall submit all claims covered by health insurance to the insurer prior to submitting a claim for payment to the Division.

Also, Section 6 of the Qualified Vendor's contract states the following under Fees and Program Income:

6.4.5.1 The Qualified Vendor shall not submit a claim, demand, or otherwise collect payment from a member for ALTCS services in excess of the amount paid to the Qualified Vendor by the AHCCCSA or the Division. The Qualified Vendor shall not bill or attempt to collect payment directly or through a collection agency from a person claiming to be ALTCS eligible without first receiving verification from the AHCCCSA that the person was ineligible for ALTCS on the date of service or that services provided were not ALTCS covered services (A.A.C. R9-22-702).



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Therapy Provider Search Website

The Division of Developmental Disabilities (DDD) has developed a website that consumers and families may use to search for providers of occupational, speech and physical therapy services. It is anticipated that this search tool will allow consumers and families to identify available therapists in their geographic area. This interactive search tool will not change the method for selecting a provider. The Division will still adhere to the process for selecting a provider outlined in A.A.C. R6-6-2107 as implemented by the District in which the consumer resides.

The site can be found on the main DDD website www.azdes.gov/ddd. Click the link on the left side titled "Find a DD Service Provider." The email registration process is easy for families to use. The user must have an email address. If you have any questions, please contact Miriam Podrazik at 602-542-6962.

Quarterly Reporting Requirements for Therapists

A letter was sent out on April 15, 2011 in regard to progress reporting requirements. The clarification was intended primarily to identify services that changed from a monthly reporting requirement to a quarterly reporting requirement. The change that affects therapists include the therapy quarterly reports which are now due at the end of each quarter of the calendar year now instead of when services start. Quarters are January, February, March reports due April 15; April, May, June reports due July 15th; July, August, September reports due October 15th; October, November December reports due January 15th. In order to make the change in reporting dates a little easier each therapist should look at each due date individually. It would be ok to go 4 months between reports but not 5 to get on the new schedule. Generally speaking if the current schedule has a report due in June you can wait to submit it until July 15th. If a report is due before May 15th it should be done now and another one would be due July 15th. We would like all consumers to be transitioned to the new schedule on July 15th. **Continue using the therapy quarterly progress report that has been attached to the E-bulletin for the last two years. Sorry for any confusion that this letter caused.**

Office for Children with Special Health Care Needs (OCSHCN) Update April 2011

The Office for Children with Special Health Care Needs (OCSHCN) has recently become part of the [Bureau of Women's and Children's Health](#). OCSHCN is delighted to have the Title V Maternal and Child Health and Children with Special Health Care Needs (OCSHCN) programs together organizationally. OCSHCN invites you to visit the updated [OCSHCN](#) website and to use the online link to contact them with your comments, questions or suggestions.

OCSHCN continues working to improve systems of care and provide information and referrals for families to professionals. OCSHCN also provides training to families and professionals on best practices related to medical home, cultural competence, transition to adulthood and family and youth involvement. They support telemedicine to provide services in remote areas of the state. You may contact the office by calling 602- 542-1860 or 800-232-1676 or sending an email to OCSHCN@azdhs.gov.



The First Things First Early Childhood Therapist Incentives Programs has two components: Loan Repayment and Stipend. The purpose of these programs is to provide incentives for Speech/Language Pathologists, Occupational and Physical Therapists, Child Psychologists, and Mental Health Specialists who provide early childhood development services to children, up to age 5, in specified areas of Arizona as determined by the First Things First (FTF) regional councils. Currently, the regional councils participating in the FTF Incentives Programs are Cochise County, Colorado River Indian Tribes (CRIT), Gila County, Graham/Greenlee Counties, North Pima County, Northwest Maricopa County, Santa Cruz County, South Phoenix, and Yuma County. Click on the website www.azfff.gov for more information.

The Arizona Early Intervention Program

DES, as the Lead Agency for Part C of the Individuals with Disabilities Education Act (IDEA), is seeking public comment on Arizona's proposed 2011 Application for Federal Funds and proposed revisions to early intervention policies. Policy areas issued for comment and a summary of the changes can be found on AzEIP's website, www.azdes.gov/azeip, and include: (1) Application for Federal Funds for FY 2011; (2) Chapter 3, Early Intervention Services; (3) Chapter 7, Procedural Safeguards; (4) Chapter 9, Financial Matters; and (5) Overview of the Application and Proposed Policy Changes.

Brief Notes on: The Individualized Family Service Plan (IFSP)

The IFSP guides and documents the IFSP team's discussion of the family's unique resources, priorities, concerns, and interests related to their child's development, and the activities and settings in which the child and family spend time. It ensures that the role of early intervention professionals in the life of each family is specifically tailored to meet the priorities of each family.

When a therapist is identified on the IFSP, the therapist becomes a member of that family's IFSP team, along with the family and service/support coordinator. As an IFSP team member, a therapist:

- ▶ Participates in developing and reviewing the IFSP, including the outcomes and strategies that guide the provision of early intervention services in natural environments.
- ▶ Assists in determining the type and amount (frequency and duration) of early intervention services to support the child's and family's IFSP outcomes. No individual IFSP team member, including a parent, a service/support coordinator, or therapist, can decide whether a service should be on the IFSP. The identified services reflect the team's collective decision, which is one reason that active participation in IFSP development is important. The family has the right to decline any or all of the services.
- ▶ Provides services in accordance with the IFSP, coordinates with other team members, and supports families in promoting their children's development, learning, and participation in family and community life.

Active participation in IFSP development and review enables the therapist to (a) share and gather information about the family's priorities, interests, routines, and outcomes, and the child's development, (b) discuss his/her role and the role of other IFSP team members in supporting the family to attain the outcomes, (c) participate in decisions, such as service type and frequency, and (d) establish strategies for communication and coordination across team members. Explaining the purpose of the IFSP meeting will help the family understand the benefit of having all IFSP team members together supporting the development of their outcomes.

Therapists are paid to attend IFSP meetings and should bill the Division for an IFSP meeting, using the modifier **EM** to ensure that this time is not billable to a family under Family Cost Participation. Therapists must notify the service/support coordinator of the actual start date of services to ensure timely services.

For more information from the national therapy and other associations, please go to: <https://www.azdes.gov/main.aspx?menu=98&id=6346>





DEPARTMENT OF ECONOMIC SECURITY

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DDD THERAPY PROVIDER MEETINGS

Please join us at one of the meetings to discuss...

- **Family Cost Participation for Early Intervention**
- **Waitlist**
- **Article 21/557, incident reporting and progress reports**
- **Service specs and policy reminders**
- **TPL billing / TPL issues**

This will be a great time to share your feedback.

May 17, 2011

East

Downtown Chandler Library

22 S. Delaware St.

Chandler, AZ 85225

Auditorium

6:00pm – 8:00pm

May 18, 2011

West

Glendale Public Library

5959 W. Brown Street

Glendale, AZ 85302

Auditorium

6:00pm – 7:45 pm

Please RSVP and specify which meeting you'll attend and the number of guests to KMaldonado@azdes.gov



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

NORTHERN DISTRICT

June 7, 2011

**Prescott Public Library
215 E Goodwin Street
Prescott, AZ 86303**

From 3:30—4:30 - DDD Billing Training

If you need help with your DDD billing or it's your first time billing the Division, we'll do individualized trainings. We want to help you to succeed!

From 4:30—6:00, please join us to discuss...

- **Family Cost Participation for Early Intervention**
- **Waitlist**
- **Service specs and policy reminders**
- **TPL billing / TPL issues**

This will be a great time to share your feedback.

**Please RSVP and specify the number of guests to
KMaldonado@azdes.gov**



Insurance Requirements

We understand that some therapists have experienced stress/aggravation/frustration with the insurance requirements that are listed in their contract with the Division. Specific contract requirements, increased insurance costs, insurance companies not willing or unable to provide required coverage and the enforcement of the insurance requirements by the Division can cause frustration and miscommunication.

Therapists need to ensure that the insurance information submitted to the Division meets all of the insurance requirements in your contract. It is important to understand that when you signed the contract, it became legally binding including all the insurance requirements. The contract with the Division enumerates the specific requirements that need to be in place in order for the contractor to be able to provide services. The section of the contract that deals with insurance is found in Section 6.7.6.2 of the Standard Terms and Conditions.

Often the agent does not know the specific level of insurance required in your contract with the Division. In order to save their clients money, agents might suggest alternative coverage. As a result, they might not provide the necessary liability coverage required. It is recommended that you share the contract requirements with your insurance agent. This will help to assure that you meet the requirements. As an example: A waiver of subrogation is required for Commercial General Liability and for Workers' Compensation. Some insurance companies are unable to provide this waiver of subrogation coverage. Then your agent must obtain this mandatory coverage from another company. If your agent/broker has questions about the required liability coverage, you might request that they contact your Contract Specialist for clarification.

The Contract Specialists will continue to follow up with any outstanding insurance questions and issues that still may need resolution. They will also check to verify if your insurance is up-to-date and meets the contract requirements. If it does not, they will send you notice of any deficiencies.

Without providing all of the details of the contract requirements, here is a simple summary of the Insurance requirements that include, but are not limited to, the following:

1. Commercial General Liability with the State of Arizona and the Department of Economic Security named as additional insured and a Waiver of Subrogation against the State of Arizona and the Department of Economic Security.
2. Automobile Liability Insurance with a Combined Single Limit of \$1,000,000 and the state named as additional insured.
3. Professional Liability with specified dollar limits.
4. Workers' Compensation with specific minimum amounts and a Waiver of Subrogation against the State of Arizona and the Department of Economic Security.

Some have misinterpreted the insurance requirements and feel that because professional Liability insurance does not require a Waiver of Subrogation, that, when combined with Commercial General Liability, the Subrogation Waiver is not required. **This is not correct.** A waiver of subrogation is always required for Commercial General Liability, whether it is combined with Professional Liability or stands alone.

You can review your contracted insurance information by going to the DDD website, www.azdes.gov/ddd. Click on Help for Providers on the left side of the screen. Click on Request for Qualified Vendor Application (RFQVA) and click on Section 6 - Standard Terms and Conditions. 6.7.6.1 Indemnification and 6.7.6.2 Insurance Requirements can be found on pages 6-22 to 6-26.

It is recommended that you make a copy of this for your insurance agent.



The Arizona Technology Access Program

A program of Northern Arizona University's Institute for Human Development

In collaboration with

Arizona Department of Education
Rehabilitation Administration Services

Announces...

The 13th Assistive Technology Summer Institute

Tomorrow in the Saguaros: "Generation to Generation"

Keynote Speaker: Megan Wilson

Special Educator, Adaptive Technology Specialist,
Apple Distinguished Educator & Mobile Learning Advocate



You can find Meg online at...

iPodsibilities.com

[Twitter](#)

IEAR.org

EdReach.us

June 7th and June 8th, 2011

Glendale Civic Center

5750 W Glenn Drive

Glendale, Arizona 85301

Earn Continuing Education Contact Hours

For full brochure, registration and program information:

www.nau.edu/aztap



AZTAP's 13th Assistive Technology Conference Registration Form

(Use a separate form for each registrant)

Name _____
 Home Address _____ County _____
 City _____ State _____ Zip _____
 Day Phone () _____ Evening Phone () _____ Fax () _____
 Employer _____ Email _____

Please check only one category:

- | | | |
|---|--|---|
| <input type="checkbox"/> Administrator/Supervisor | <input type="checkbox"/> Education – Paraprofessional | <input type="checkbox"/> Postsecondary – Faculty |
| <input type="checkbox"/> AT Specialist | <input type="checkbox"/> Education – Regular Ed Teacher | <input type="checkbox"/> PT |
| <input type="checkbox"/> Consumer/Parent/Caregiver | <input type="checkbox"/> Education – Special Ed Teacher | <input type="checkbox"/> SLP |
| <input type="checkbox"/> Disability Advocate | <input type="checkbox"/> Education – Transition Specialist | <input type="checkbox"/> Student (Specify major) _____ |
| <input type="checkbox"/> Day Program Staff | <input type="checkbox"/> Education – Other _____ | <input type="checkbox"/> Support Coordinator/Case Manager |
| <input type="checkbox"/> DME/ Rehab Supplier | <input type="checkbox"/> Employer Specify _____ | <input type="checkbox"/> VR Counselor |
| <input type="checkbox"/> Education – Administrator | <input type="checkbox"/> Information Technology | <input type="checkbox"/> VR Navigator |
| <input type="checkbox"/> Education – AT Specialist | <input type="checkbox"/> Nurse | <input type="checkbox"/> VR Other _____ |
| <input type="checkbox"/> Education – Inclusion Specialist | <input type="checkbox"/> OT | <input type="checkbox"/> Other (specify): _____ |
| <input type="checkbox"/> Education – Instructional Tech | <input type="checkbox"/> Postsecondary - Disability Services | |

Accessibility Accommodations (All requests must be made by **May 13, 2011**)

- ☐ Assistive Listening Device ☐ ASL Interpreter ☐ Real Time Captioning (CART)
☐ Large print (18 pt) ☐ Braille ☐ Disk ☐ Other (specify): _____

REGISTRATION FEES

Registration is limited to 300 participants

Participant Fees

ADE

Parent/Consumer Scholarships

Conference Fee: _____ \$225

School Personnel _____ \$175

Scholarship Fee _____ \$ 55

A **limited** number of consumer/parent scholarships are available on a first come, first served basis. To qualify, contact Martha Lewis at 602-728-9534, 800-477-9921 or 602-728-9536 (TTY) or Martha.Lewis@nau.edu before you register.

- ☐ Vegetarian Meal Request ☐ Vegan Meal Request ☐ Gluten Free Meal Request

Refund Policy: There will be a **\$10** processing fee for all refunds prior to **May 27, 2011**. **No refunds after May 27th.**

Payment Methods: (choose only ONE) for more information, contact Martha Lewis at 602-728-9534, 800-477-9921 or Martha.Lewis@nau.edu

___ **A. Register by mail; Check or PO MUST accompany registration**

Make checks payable to NORTHERN ARIZONA UNIVERSITY.

Mail to: AzTAP, c/o Martha Lewis, 2400 N. Central Ave., #300, Phoenix, AZ 85004

___ **C. Register by Fax – Credit Card or PO only. Fax to 602-728-9535**

Credit card # _____ ☐ Visa ☐ MasterCard, ☐ American Express
 Expiration Date _____ Security Code on back of card _____
 Name on Card _____ Signature _____

*** Conference sessions are not appropriate for children, and we do not provide childcare facilities**

Office Use Only	
Date Received _____	Amount \$ _____
PO#/Amt _____	CC _____
Check # _____	Scholarship# _____

New resource for Assistive Technology



**southwest
human
development**

The A.D.A.P.T Shop **made possible by *Humana***

The A.D.A.P.T. Shop offers children with disabilities and their families individualized adaptive supports that can be identified, designed and /or fabricated just for them and for their specific needs.

What we offer:

- Relatively simple adaptations or low-tech solutions which can make a tremendous difference in the life of a child with a disability.
- Support to families in determining what equipment would be most helpful for their child whether custom made or commercially available.
- The opportunity for community therapists to team with the A.D.A.P.T Shop on adaptation ideas and fabrications for their client.
- Access to a physical therapist with assistive technology experience.

Who: Children with disabilities

Where: Located near the cross streets of 35th Street/University in Phoenix.

How: Thanks to the generous support from the Humana Arizona Benefits Fund we are able to offer services, materials, and loan equipment at minimal cost to the community for the first year.

Operated by appointment only

For more information, please call:

Tina Martin

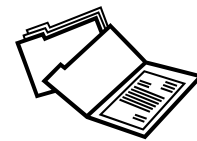
Assistive Technology Program Manager

(602) 633-8686

tmartin@swhd.org

Arabic Speaking Therapists Needed

Raising Special Kids has had a few parents who speak Arabic ask for therapy. If you or anyone else that you know could help us identify therapists who speak Arabic, please call Miriam Podrazik.



Where to Send Quarterly Therapy Progress Notes

Therapy providers must provide current progress reports including the specific home program to the **Division, the family and the physician** for requests to be considered or reauthorized. A sample format of the quarterly report and evaluation is attached to this e-bulletin. All fields in the reports must be filled out, especially the start date of therapy.

For District I, email to: DDDD1ProviderReports@azdes.gov

Carmen Sheets-602-246-0546

For District II, email to: DDDD2ProviderReports@azdes.gov

Alta Gasque-520-519-1711 x 1133

For Northern/District III, email to: DDDD3ProviderReports@azdes.gov Tobie Bardsley-928-773-4957

District IV Southern Arizona-Alta Gasque-520-519-1711 x1133 Fax-520-748-8765

District V-Peggy Lopez 520-723-2636 Fax-520-723-7618

District VI-Linda Southwell—928-428-0474 x 1140 Fax-928-348-7725

Please include the Support Coordinator's name and office in the subject line of the email. Without the subject line information, there will be a delay in the delivery of reports to the appropriate staff person. Emails must be secured before sending. **If you have any questions, please call or email your local Therapy Coordinator.**

District I Submittal of Progress Reports and Evaluations

All reports are submitted from providers by one of two ways: To the assigned, secured e-mail address or through the US mail. All submittals are checked daily by assigned office representatives who have three days to get the reports to the Support Coordinators. If a Support Coordinator indicates they did not get the report please direct them to their office representatives who will keep the reports for 90 days. For dissemination be sure to clearly indicate the Support Coordinator and/or office on each consumer's report. Large attachments or multiple consumers' reports in one document make it difficult to open and then disseminate to the individual Support Coordinators. Please do not attach large files to emails.

Please use this link when e-mailing progress reports:

https://secure.azdes.gov/secure_contact_us/

When you open the link, you will see a screen, enter Provider Report e-mail address: Dddd1providerreports

On the subject line, indicate the Support Coordinator's name and office name, for example:

Subject line - North Office, Support Coordinator (name)

When you do not know the current Support Coordinator's name, please indicate the Office of the last Support Coordinator and we will ensure the progress report is given to the current Support Coordinator.

Hard copy progress reports are sent, via U.S. Postal Mail, and are addressed to:

Alisia Sotelo, DDD

1789 West Jefferson St., 4th Floor

Site Code 791A

Phoenix, AZ 85007